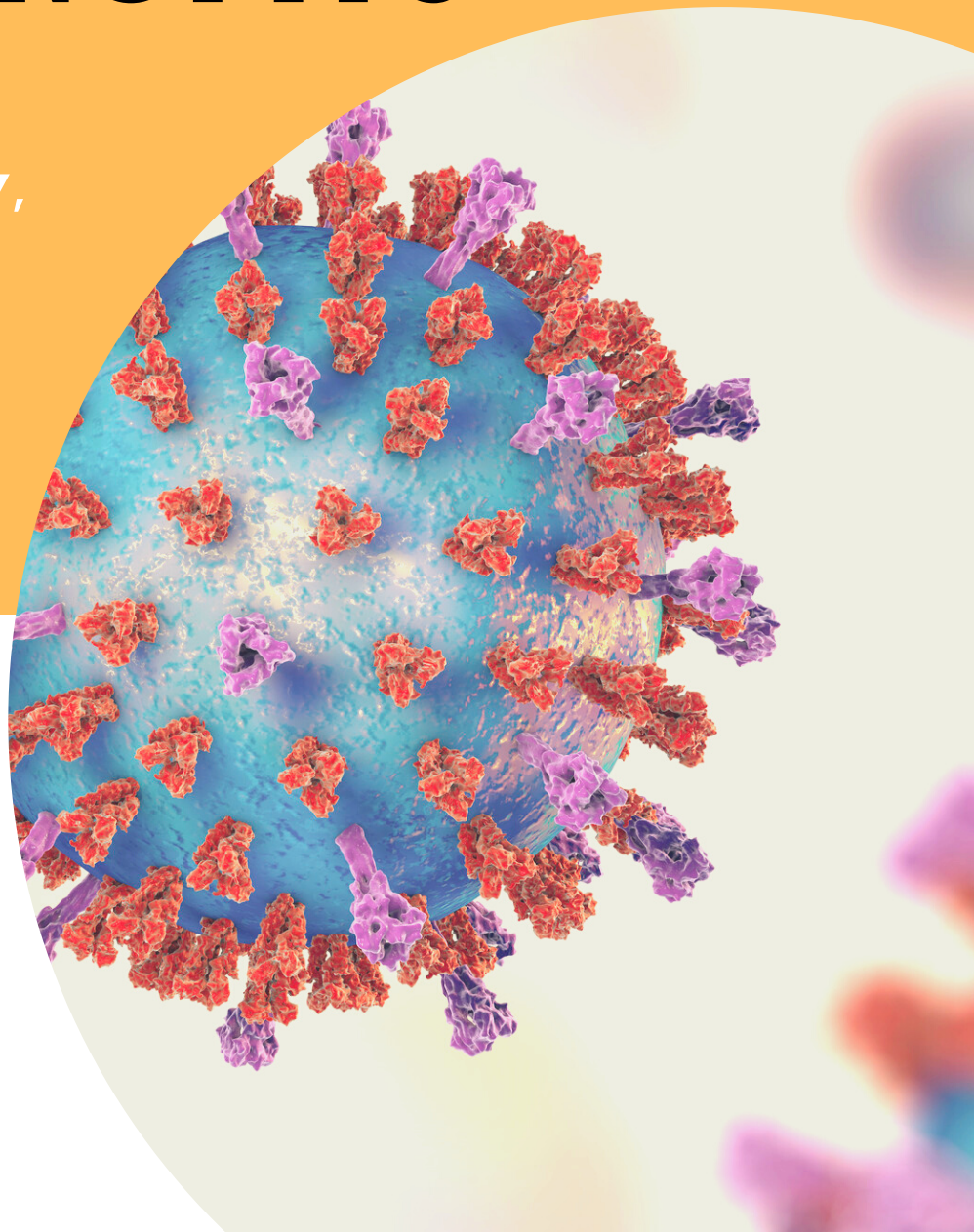


# COVID-19 IMPACT SURVEY ONE YEAR LATER: NON-PROFITS

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# 43

Responses received as of April 16, 2021

The survey was sent to approximately 120 non-profits with a primary focus on those serving the residents of Gilbert. Many services extend into surrounding communities.

# EXECUTIVE STATEMENT

The Town of Gilbert, Dignity Health, and Gilbert and Mesa Chambers of Commerce teamed up to reach out to area non-profits to gain an understanding of the immediate and long term impact and need of these organizations as a result of COVID-19.

The group first conducted a survey in April 2020, contacting more than 100 non-profits with a primary focus on those serving residents of Gilbert. A follow up report was issued in August 2020, and this final survey, one year later, is to gauge the on-going impact of the pandemic on the non-profits.

After conducting five (5) Non-Profit Town Hall webinars to provide updates, sharing of resources and collaboration, the group has transitioned into the East Valley Resource Coalition. The focus of this group is to continue providing support and resources to social service professionals, connect providers for improved collaboration and referral supporting a "no wrong door" approach for all agencies.

## **Key Takeaways:**

The majority of respondents indicated they have been able to take advantage of local/municipal and federal financial resources, as well as state funding to help support their organization. Comments received indicated organizations also found support in private foundations and specific funding support was through the PPP and AZCARES funding. However, a few noted that due to their size or they have not been eligible for assistance.

Currently, non-profits are primarily concerned with the cancellation or postponement of fundraising activities (44.1%) followed by the health and well-being of clients who still cannot receive services (41.8%). This primary concern has climbed from sixth on the list to first and the health and well-being was rated fourth in the last survey. Respondents also commented on the concern that despite the vaccine, there is still a hesitancy to gather and this prevents people from seeking services and impedes fundraising activities.

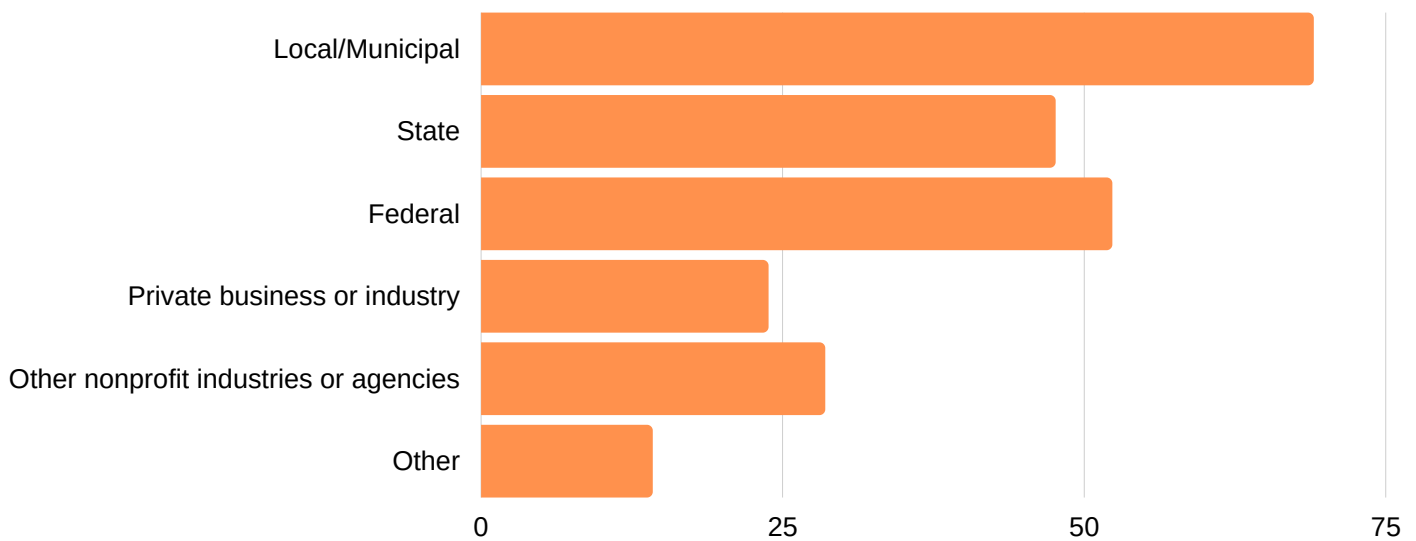
The primary needs remain similar as in the first two surveys and include funding of operational costs and funding for salaries and benefits. Although the funding for equipment and supplies for the safety of staff has dropped from the top three, there is a new concern in the need of staff and volunteers to provide services. It continues to be an issue that funding is needed for additional services related to COVID and lack of volunteers.

Regarding changes in workforce, the top spot is still held by "Some employees or family of employees have been medically impacted" at 51.2 % which is an increase of almost 15% from the last survey. Comments included demand for service has increased and there is a need for more staff; exposures to staff of COVID-19 have been difficult to navigate.

This final survey explored the question of long-term consequences of COVID-19 and 90.6% noted that they were concerned about the impact on clients served followed by staff and volunteers (51.1%). The shared comments included that there is an expectation that the impact will last through 2021 and it will be like recovering from a war and we have yet to discover all of the consequences.

Additional open ended questions completed the survey and included 1) Best practices and 2) What specific topics or information is needed at this time.

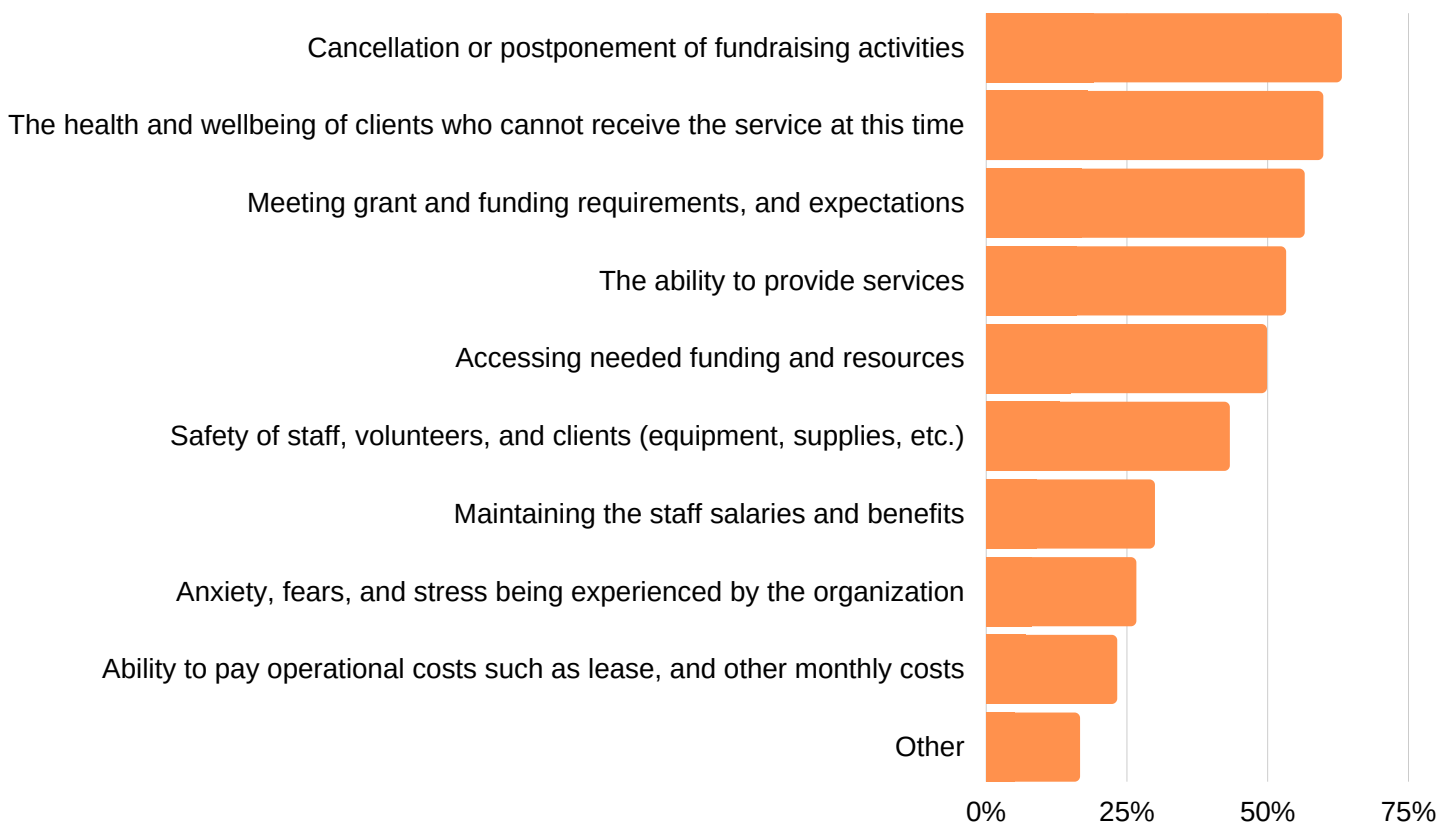
## ARE YOU AWARE OF THE NATIONAL, STATE, AND LOCAL RESOURCES AVAILABLE TO ASSIST NON-PROFITS WITH THE IMPACT OF COVID-19?



### COMMENTS:

- We received CARES funding through both state and municipal sources. We also received considerable grant funding from foundations and corporations to fund our COVID-19 response. We also took advantage of the Payroll Protection Program.
- AZCARES funding, other local grants, PPE grants, PPP
- Maricopa COVID-19 funding
- Non-profits of our size of not been eligible for government support.
- AZCARES, Treasury, other grants
- Donated PPE; CARES funding from Town of Gilbert; 1st round PPP loan for staff salaries

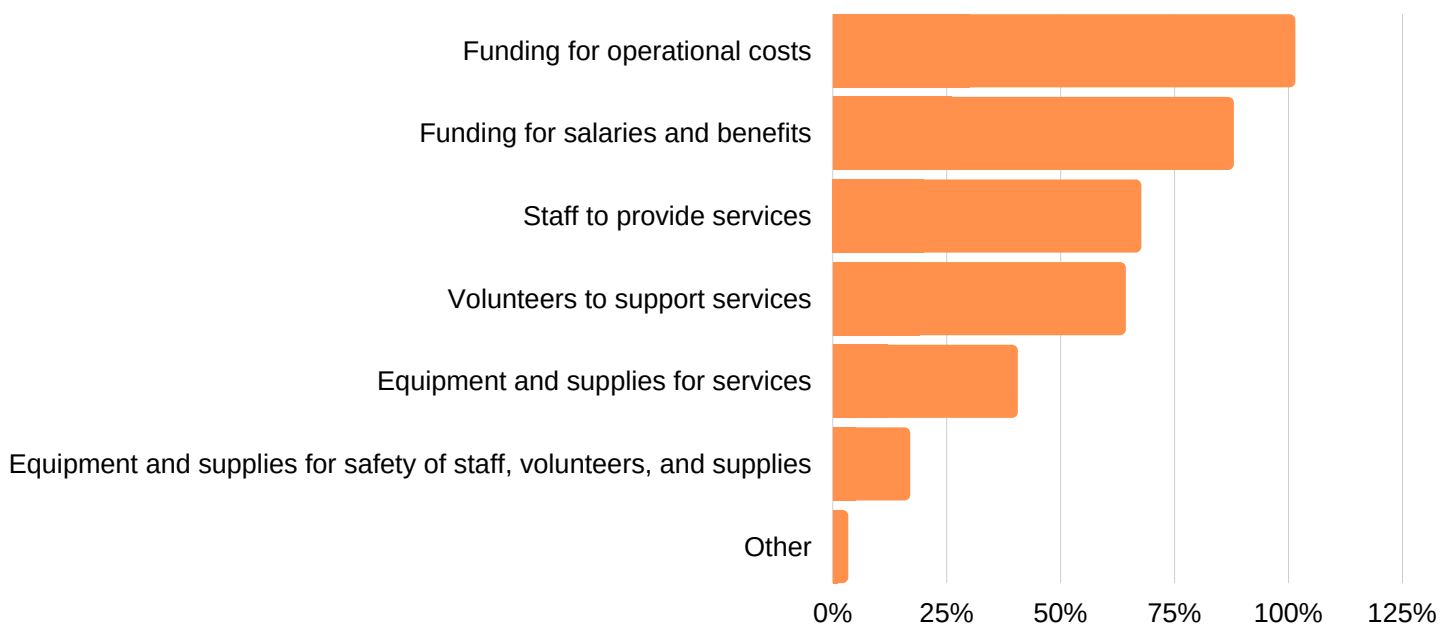
## RIGHT NOW: OF THE FOLLOWING, PLEASE INDICATE YOUR TOP 3 CONCERNS.



### COMMENTS:

- We have remained fully operational throughout, although in some programs the methodology of service delivery was changed to meet circumstances. We are concerned about both staff and donor burnout in this lengthening situation.
- Despite the increase in vaccinations, there is still a hesitancy amongst our community to gather. As a result, we are still hyper-focused on sanitation efforts and limiting volunteer event groups to ensure a safe environment for all. This prevents opportunities to hold fundraising activities, resulting in fewer individual donations as in past years.
- Our work is in schools. When schools don't convene we can't provide our education services
- People who normally have volunteered in the past are/have been dealing with personal struggles related/due to COVID and it has impacted the pool of persons we can call on to help with various campaigns/initiatives.
- Our services have opened up. However, patients are still worried about coming to a hospital or even our outreach programs. Have shifted to a lot of telehealth options, but participants in many of our programs will have to be seen in person at some point.
- This is the second consecutive year losing our annual gala that raises funds to provide scholarships and in-kind prevention services to Title I schools. The most impactful issue is being able to provide direct services inside schools face-to-face with students and families.

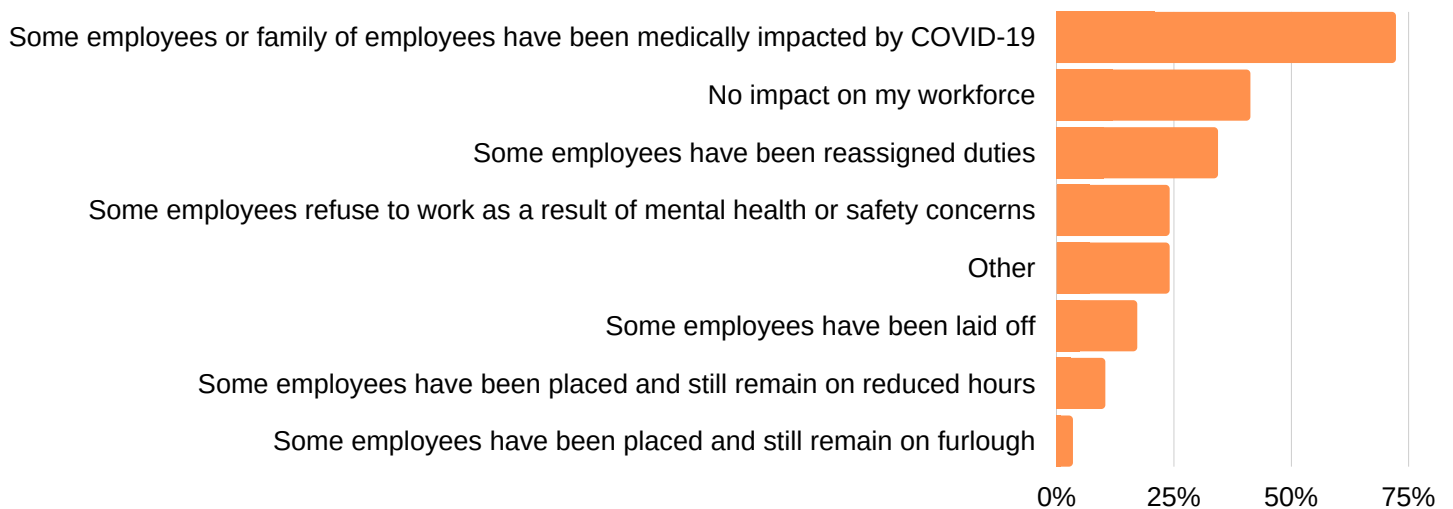
## RIGHT NOW: OF THE FOLLOWING, PLEASE INDICATE YOUR TOP 3 NEEDS.



### COMMENTS:

- Funding is always a need, even when not in the midst of a global pandemic. We have yet to welcome volunteers back into direct service, preferring to wait until it is completely safe to do so.
- Due to the high volume of food donations and food being distributed to the community, we are in need of additional equipment and supplies to operate efficiently and safely. This includes safety signage, safety mirrors on endcaps, a forklift, fuel, and preventative maintenance for trucks. In addition, broker fees for transporting free food have increased substantially.
- We provide laptops for low income students. There is more need than we can support
- Donations and volunteers have decrease and also the number of places that allow volunteers to come in person, making it hard for our organization to live up to our mission.
- Volunteers are slowly returning as they are vaccinated, however, some older volunteers may never return. As we scale up, will need to recruit more docs, nurses and bilingual medical interpreters.
- We always need funding for staff and operations. We are trying to hold onto staff for when services return to normal.

## WHAT IMPACT HAS COVID-19 HAD ON YOUR WORKFORCE?



### COMMENTS:

- Not enough staff
- Employees dealing with children at home, impacting availability to work
- Prolonged isolation is making people exhausted
- Being mindful of burnout/increased workloads
- We were fortunate that we did not furlough or reduce hours of any staff. We did reassign staff to other duties, but that has worked out well. Some programs have been impacted when exposed staff served their required quarantine period.
- The demand for service has increased and we need to hire more staff to meet the community needs.
- As essential workers, the food bank staff is willing to do what it takes to meet the needs of our community. However, there is a concern for their health and their family's health, due to being around groups of volunteers. As such, we have been flexible in work arrangements, as needed.
- We operate on volunteer hours and donated funds/resources.
- Fortunate to have received PPP loan to keep staff in place, however, funding concerns remain as some grant cycles haven't reopened or resumed usual funding focus, and individual donations are down. If revenues don't increase by end of FY, may have to consider reducing clinic days or staff hours.
- We did furlough one staff member for a month.
- Chrysalis has felt the impact on our staff and has been unable to avoid exposure due to the nature of this work. These exposures have been difficult to navigate.



## NOW THAT WE ARE APPROACHING POST-COVID: WHAT DO YOU ANTICIPATE TO BE THE LONG-TERM CONSEQUENCES OF COVID-19 ON YOUR ORGANIZATION?



### COMMENTS:

- We anticipate a lingering fear about fully re-entering life. We know that some staff will continue to work from home. Many of the low-income, linguistically-isolated clients we serve are fearful of getting the vaccine. Recovery from the pandemic, we believe, will almost be like recovering from a war. We have yet to discover all of the consequences.
- The long-term impact of COVID on our community is unknown, but we anticipate the impact to last through 2021.
- Need to re-think how we deliver services and what is the most cost effective way to do that while keeping safety at the forefront
- We had to "ramp up" quickly and then will have to "ramp down" when funding returns to "normal" levels.
- If funding continues to decline, we would consider reducing clinic operations to a level that is more sustainable. However, that would impact current patients as well as the newly unemployed and uninsured who would have fewer options for accessing healthcare services.
- Chrysalis has seen the impact COVID-19 has had on our clients. TIME Magazine had called domestic violence a pandemic within the COVID-19 pandemic. We anticipate the ability to obtain services and resources to remain even more difficult for victims of domestic violence.
- Mental health of both staff and clients we serve is a big concern
- The impact of COVID and all circumstances will impact mental health among youth for years to come. Our services are needed now more than ever and the loss of revenue has massive implications on service delivery and the level of care needed for youth and their families.



## DO YOU HAVE ANY BEST PRACTICES WHICH YOU WOULD LIKE TO SHARE WITH OTHERS?

- We approached the pandemic from a position of strength, abundance, and positivity radiating from the top down. In hearing some of the negativity in the industry, we feel this attitude made all the difference. If you believe you can, you can.
- Maintain regular communication with volunteers to make them feel part of the organization even when they can't perform services.
- Partnering with other local agencies to get resources out to clients.
- The key to navigating the pandemic is being able to adapt and pivot, as needed, to meet the changing food supply chain and increased food demand.
- We may never return to having clients come inside the building
- Just following CDC guidelines and identifying best solutions for continuing services within those guidelines
- We follow a safety protocol for COVID and as a result, staff have remained healthy
- The only best practice I can speak to is the partnerships we have developed with other nonprofits like Midwest food bank, Paz de Cristo, and others to jointly support each other with labor and resources as a team.
- During COVID we learned a lot but mainly that services can still be provided but we just need to look at it in a different way. We need to be innovative and willing to adjust. It may mean additional or different types of training for staff, equipment to provide services in a more touchless way, or even just new procedures.
- Surprisingly, when the pandemic hit, we had a surge of new, younger volunteers. This led to its own challenges as all staff, except CEO, had left. Fundraisers were eliminated so emergency funding was sought.
- We will continue to provide inclusive services to our participants with and without an intellectual and developmental disability, regardless of the impact COVID has had on our organization. Our mission is still intact, and we will continue to move forward no matter the challenges. We will stay vigilant, resourceful and positive during this time.
- Chrysalis has been able to utilize telehealth to be able to maintain services for our clients. Through this we have found the ability to extend our reach to many who would not have been able to seek services in person even prior to the pandemic.
- Resilience - the ability to pivot to virtual services and pivot back to in-person post COVID
- We have comprehensive COVID protocols and procedures for all campus operations
- Collaboration with other providers to avoid duplication of scarce services. Telehealth and virtual webinars have been a huge success to help families.
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## WHAT SPECIFIC TOPICS DO YOU NEED FOR INFORMATION ON AT THIS TIME?

- Virtual case management information, and how/if other organizations adopted virtual case management.
- Navigating Payroll Protection Plan loan forgiveness.
- Where to find money to fund operations.
- Ideas for recovering lost revenues
- Understanding what funds will be available at the local level and what the requirements are.
- Access to vaccines
- Organizations we can reach out for donations, such as sanitizer and disposable masks. Any businesses that may want to sponsor a local marching band, send our way.
- Continued emergency funding.
- Chrysalis recently had a partnership come to an end. We are looking for any thrift or donation agencies that may be willing to partner with chrysalis to direct our donations to their agency and in turn supply vouchers to allow our clients to shop for clothing and other items.
- Any future COVID relief funding that may come to Gilbert to help sustain our critical efforts to bring vital mental health services to the community.
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